

Warranty Service Guidelines

Maximum Standard Labor Allowance for Repair of Equipment

Effective May 9, 2025

Please contact the Technical Service Department at 1-800-388-5253 for questions or assistance regarding RSG warranties.

Warranty work must be performed by Refrigerated Solutions Group Authorized Service Providers (ASP)

Local ASPs may be located here: [RSG Warranty Service Contractor Locator](#)

- Warranty work will cover repairs required due to manufacturing defects and/or component failures.
- If RSG dispatches you to perform a warranty service and you find the issue to be related to a dirty condenser or customer abuse, inform the customer that this is not covered by warranty and inform the factory of these findings. The service agent will bill the manufacturer for their travel and a thirty-minute diagnostic fee when submitting the warranty claim in Global Warranty.
- Diagnostics and testing are included in the labor allowance.
- If time was needed for de-icing or thawing the coil, this time must be specified on the warranty claim.
- If repairing multiple service issues, bill up to the highest allowable rate, plus 1 hour for each additional part change.
- Travel time is to be billed as a separate line item on the labor tab of the Global Warranty claim. Travel is not to exceed 2 hours round trip unless pre-approved by RSG.
- RSG reimburses hourly time for travel. We do not pay mileage, truck or travel charges.
- Overtime rates will be covered by the manufacturer's warranty at the service company's straight-time rate unless previously approved by the manufacturer. The difference between straight-time and overtime rates will be handled between the end user and the service agent.
- Should your repair time to perform the repairs exceed the warranty guidelines, contact the RSG Technical Service Team before or during service for approval.

1.5 Hours of Labor for Repair:

- Pressure controllers
- Electro-mechanical temp control/temp sensors
- Defrost timer
- Ballast / LED power supply
- Evaporator fan motor (1 hour for additional fan motors)
- Condenser fan motor
- Door switch (rocker)
- Cabinet door replacement
- Door locks
- Door cartridge spring
- Drawer roller bearing
- Condensate heating elements
- Digital Thermometer

- Vent port repair
- Reach-in cabinet hinges
- Contactors/Relays
- Pressure Transducer

2 Hours of Labor for Repair:

- LogiTemp® Controller
- Digital controller
- Other Sensors
- Wiring issues
- Drain line heaters
- Compressor start components
- Defrost limit switch
- Fan Delay switch

2.5 Hours of Labor for Repair:

- Unit wire harness replacement
- Walk-in door replacement
- Walk-in door hinge replacement

3 Hours of Labor for Repair:

- Under/overcharged refrigeration systems; no leak found (please specify that a leak check was completed). Approved one time per serial #. No “gas & go” as a repeat solution.
- Replace defrost heating elements

4 Hours of Labor for Repair:

- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement of complete condensing unit, pre-charged &/or self-contained
- Replacement TXV
- Replacement of condensing unit
- Replacement of evaporator coil
- Replacement of condenser coil
- Replacement of capillary tube
- Replacement of solenoid valve

5 Hours of Labor for Repair:

- Compressor replacement (Up to two H.P.)

8 Hours of Labor for Repair:

- Compressor replacement (Two H.P and Up)

Refrigerant and other Allowances

- Allowances for refrigerants are \$25/lb for 448/449 and 134a, \$30/lb for 404, and a flat rate of \$70 for R290.
- Evacuate & recharge system: \$25.00 max refrigerant recovery allowance (Total of \$50 max for recovery, torch & brazing, and evacuation). Nitrogen reimbursement at \$5/lb up to \$30 maximum.

Compressor Warranty

- First-year compressor warranties MUST be swapped over the counter with the local compressor wholesaler, in the case of Copeland compressors. All other compressors will be shipped from the factory OR can be swapped over the counter as directed by the Technical Services Team.
- 2–5-year compressor warranties will be shipped from the factory OR can be purchased locally with prior factory approval.
- If purchased locally, the compressor can be submitted for warranty reimbursement for wholesale cost only and will require a copy of the wholesale invoice

Replacement Parts

- If the service company wishes to use truck stock versus waiting for an OEM part, RSG will ship out a part to replenish your supply.
- We will not reimburse shipping or freight charges for warranty parts purchased unless previously approved by the manufacturer.
- **A wholesale receipt is required for reimbursement on a part warranty.** RSG will reimburse parts purchased elsewhere at wholesale cost only. If a receipt is not provided, reimbursement will be based on the manufacturer's wholesale cost.

Limitations that pertain to RSG's limited warranty for parts & labor (Other limitations may apply. Please refer to the full manufacturer's warranty policy.)

- Product loss is not covered under the factory warranty.
- Equipment that has been subjected to damage, neglect, misuse, or misapplication is not covered by the manufacturer's warranty.
- We do not pay open system charges for gauging up to the system.
- Use of a wet mop or hose to clean walk-in floors.
- Wheeled carts, dollies, pallet jacks or forklifts used on walk-in floors.
- Gasket repairs are not eligible for labor reimbursement after start-up
- Some repairs, calibrations, adjustments, lubrications, and cleanings are NOT warranty repairs. If you have questions about warranty coverage, please call the Technical Services Team.
- Some examples of services excluded from warranty:
 - Bulb or fluorescent light bulb replacement.
 - Normal maintenance items for equipment service companies use (batteries, filters, wiring etc.)
 - Problems related to site conditions.
 - Issues related to walk-in installations that were not contracted by the manufacturer (including, but not limited to, refrigerant top-off of field charged unit, txv adjustments, low-pressure control or door adjustments, refrigerant leaks at threaded mechanical joints, field wiring)
 - Adjustments to defrost settings or set points.
- **RSG does not authorize the use of refrigerant dye for leak detection in any of our systems.** The use of refrigerant dye or leak stop can void the warranty, and any work done using these products will not be covered. In addition, you could be held liable for future failures due to compressor failure, EEV seizure, restrictions or system acidification.
- All warranty billing is to be submitted at <https://globalwarranty.davisware.com/globalwarranty/>
 - If RSG Tech Service sent a work authorization, please file the claim under that ticket.
 - Creating a claim will require the correct serial # of the unit.
 - Repairs exceeding RSG warranty guidelines must have a detailed description in Global Warranty of special circumstances for coverage consideration.
 - Warranty claims will be submitted through Global Warranty within 90 days of the job completion date. Photos and complete technician work orders/tech notes should be included.